



ELGIN TOWN HALL

JOB SPECIFICATION

GENERAL ASSISTANT / CLEANER
6 MONTHS FIXED TERM CONTRACT

JOB OUTLINE

Post:	General Assistant/Cleaner
Service:	Elgin Town Hall for the Community Ltd
Reporting to:	Manager
Term:	36 Hours per week, Flexible working 5 out of 7 days. 6 Months fixed term contract (may lead to longer term work)
Pay	£9.50 per hour
Job Purpose:	To assist with the day-to-day operation of Elgin Town Hall and maintain a clean and safe customer environment.

A. AREA OF RESPONSIBILITY

1. Assist the manager with general day to day activities within Elgin Town Hall.
2. Carry out a range of planned and unplanned cleaning activities throughout the establishment prior to and during operational hours
3. Assist with maintaining a clean and safe environment which is fit for use, ensuring that all public and private areas are cleaned in accordance with health and safety legislation.
4. Assist in the effective delivery of cleaning activities within Elgin Town Hall, ensuring all post activities are completed in accordance with the agreed satisfaction standards.

B. FUNCTIONAL RESPONSIBILITIES

5. Preparation of rooms, tables, chairs etc, in preparation for customer bookings and post booking clearance.
6. Meet and greet customers on arrival.
7. Undertake various cleaning activities including sweeping, vacuuming and mopping floors and dusting, damp wiping, washing and polishing all other surfaces and fittings as directed.
8. Undertake the cleaning of the changing and toilet areas ensuring any chemical or cleaning materials are used in accordance with the instructions and sufficient sanitary items are provided as directed.

9. Utilise a range of cleaning equipment in order to carry out the duties of the post ensuring these are operated and maintained in accordance with the manufacturer instructions and securely stored after use.
10. Undertake all cleaning activities ensuring the safe and proper use of chemicals and cleaning materials in accordance with Health and Safety legislation and COSHH guidance.
11. Ensure adequate supplies of materials are available and stored securely ensuring replacement requisitions are timeously communicated to the manager as required.
12. Report any incidents involving colleagues, facility users and visitors to the manager.
13. Actively clean and sanitise public areas during large events and operational hours.
14. Assist with front of house clearing activities after events.
15. Attend team meetings and participate in relevant employee training sessions required to undertake the duties and responsibilities of the role.

C. GENERAL RESPONSIBILITIES

16. Promote the health and safety of employees and users through the implementation of Elgin Town Hall's policy on health, safety and welfare at work.
17. Ensure that Elgin Town Hall's customer service commitment is followed in all dealings with the people we serve.
18. Ensure that all activities for which the post holder is responsible are delivered in accordance with Elgin Town Hall's equality and diversity policies and the statutory and general and specific equality duties.
19. Ensure that any materials and equipment provided to assist in carrying out the duties of the post are properly secured in accordance policies and procedures.
20. Adhere to the Elgin Town Hall's policies and procedures for good records management ensuring that the correct information is created, maintained, stored and retrieved in accordance with business need and statutory & legislative requirements.

D. PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE
Education & Training		<ul style="list-style-type: none"> • BICS Cleaning Qualification or equivalent. • Health and Safety training.
Previous Experience (Paid & Voluntary Work)	<ul style="list-style-type: none"> • Experience of basic cleaning duties 	
Knowledge/ Skills /Competencies	<ul style="list-style-type: none"> • Effective verbal and written communication skills. • Knowledge of cleaning equipment and cleaning methods. • Ability to work in an organised and methodical manner. • Able to take instruction and direction • Ability to complete paperwork on IT equipment using Microsoft office. 	<ul style="list-style-type: none"> • Used a range of commercial cleaning tools (i.e. high-speed rotary cleaner). • Experience of providing cleaning duties in a commercial environment. • Knowledge of COSHH legislation.
Personal Features/Qualities	<ul style="list-style-type: none"> • Ability to work as part of a team and on own initiative with minimal supervision. • Good timekeeping. 	

	<ul style="list-style-type: none"> • Willing to participate in further training. 	
Additional Job-Related Requirements	<ul style="list-style-type: none"> • Enthusiastic and self-motivated. • Reliable. • Approachable. • Flexible. 	
Elgin Town Hall Behaviours	<ul style="list-style-type: none"> • We are customer focused • We initiate and embrace change. • We strive to be the best we can be. • We make things happen. • We work together 	